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November 20, 2001

BY HAND DELIVERY

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, MA 02210

Re: Fitchburg Gas and Electric Light Company, D.T.E. 99-84
- SUBSTITUTION PAGES - Service Quality Plan - Electric Division -
Revised - November 16, 2001

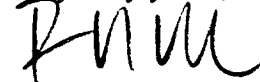
Dear Ms. Cottrell:

Enclosed please find an original and nine (9) copies of Substitution Page 8 of 16 to be inserted in Fitchburg Gas and Electric Light Company's ("FG&E's") Service Quality Plan - Electric Division - Revised - November 16, 2001 ("SQ Plan - Electric - Revised (Nov. 16, 2001)"). In the hurry to complete the additional modifications required, FG&E made an editing error in Paragraph I while correcting tense, inadvertently changing the meaning of a single sentence by omitting the word "not."

Enclosed also is a copy of the Substitution Page 10 of 10 of the SQ Plan - Electric - Revised (Nov. 16, 2001) filing as redlined to the Department's Guidelines in D.T.E. 99-84.

Please do not hesitate to telephone me with any questions.

Very truly yours,



Patricia M. French

cc: Caroline O'Brien, Hearing Officer, DTE (2 copies)
Jeff Hall, DTE (2 copies)

CERTIFICATION

I, Patricia M. French, certify that I have served a copy of the within filing relative to the Substitution Page to Fitchburg Gas and Electric Light Company's Service Quality Plan - Electric Division - Revised - November 16, 2001 on each of the individuals on the service list for D.T.E. 99-84 on file with the Secretary of the Department of Telecommunications and Energy.

Dated at Boston, Massachusetts, this 20th day of November, 2001.

A handwritten signature in dark ink, appearing to read 'P M French', written over a horizontal line.

Patricia M. French

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SUBSTITUTION

Fitchburg Gas and Electric Light Co.
D.T.E. 99-84
Service Quality Plan - Electric Division
Page 8 of 16

- C. Excludable Major Events are excluded from the calculation of SAIDI, SAIFI, and CAIDI;
- D. Momentary Outages are excluded from the calculation of SAIDI, SAIFI, and CAIDI;
- E. The beginning of an outage is recorded at the earlier of an automatic alarm or the first report of no power;
- F. The end of an outage is recorded at that point that power to customers is restored;
- G. Outages involving a primary distribution circuit are included in the calculation of SAIDI, SAIFI, and CAIDI. Outages that do not involve a primary distribution circuit (*i.e.*, secondary, line transformer only or service only) are not included in the standardized indices.
- H. Where only part of a circuit experiences an outage, the number of customers affected are estimated, unless an actual count is available. When power is partially restored, the number of customers restored also is estimated.
- I. When customers lose power as a result of the process of restoring power (such as from switching operations and fault isolation), the duration of these additional outages is included, but the additional number of interruptions are not included in the calculation.

VI. RELIABILITY AND SAFETY PERFORMANCE MEASURES

A. Electric Reliability

FG&E measures SAIDI and SAIFI on an annual basis in accordance with Section V and compares its performance to a benchmark established by Section I.C. SAIDI and SAIFI shall be performance measures subject to a revenue penalty in Section VII.

B. Lost Work Time Accident Rate

FG&E measures annually its Lost Work Time Accident Rate. The Lost Work Time Accident Rate is a performance measure subject to a revenue penalty in Section VII.

SUBSTITUTION

Fitchburg Gas and Electric Light Co.

D.T.E. 99-84

Service Quality Plan

Page 10 of 10

Attachment

- C. Excludable Major Events ~~shall be~~are excluded from the calculation of SAIDI, SAIFI, and CAIDI;
- D. Momentary Outages ~~shall be~~are excluded from the calculation of SAIDI, SAIFI, and CAIDI;
- E. The beginning of an outage ~~shall be~~is recorded at the earlier of an automatic alarm or the first report of no power;
- F. The end of an outage ~~shall be~~is recorded at that point that power to customers is restored;
- G. Outages involving a primary distribution circuit ~~shall be~~are included in the calculation of SAIDI, SAIFI, and CAIDI. Outages that do not involve a primary distribution circuit (i.e., secondary, line transformer only or service only) ~~shall be~~are not included in the standardized indices.
- H. Where only part of a circuit experiences an outage, the number of customers affected ~~shall be~~are estimated, unless an actual count is available. When power is partially restored, the number of customers restored also ~~shall be~~is estimated.
- I. When customers lose power as a result of the process of restoring power (such as from switching operations and fault isolation), the duration of these additional outages ~~shall be~~is included, but the additional number of interruptions ~~shall not be~~are not included in the calculation.